



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Elderly or Disabled with Consumer Direction Waiver Services, Elderly Case Management, Home Health, and Hospital providers participating in the Virginia Medical Assistance Program, Managed Care Organizations, and holders of the Elderly or Disabled with Consumer Direction Waiver Services, Elderly Case Management, Home Health, or Hospital Provider Manuals

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO: Update

DATE: 8/17/2007

SUBJECT: Update to Provider Manuals

The purpose of this memorandum is to notify you of changes to Chapter V of your **Elderly or Disabled with Consumer Direction Waiver Services, Elderly Case Management, Home Health, or Hospital** Provider Manuals. The attached table shows the changes to these provider manuals. Please download the new pages to insert into your Provider Manual and retain the attached table.

The Chapter Vs (Billing Instructions chapters) have been updated to reflect changes in the general billing instructions. Specifically, DMAS is replacing a significant amount of text in these Chapter Vs with new text to address changes due to the implementation of the National Provider Identifier (NPI) number.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

NPI TRAINING AND EDUCATION

DMAS is conducting Web-Based Q&A sessions on topics associated with NPI such as taxonomy codes, subparts, group enrollment, new paper claim forms, and other NPI related topics. Visit the DMAS Learning Network at http://www.dmas.virginia.gov/LN-upcoming_events.htm for additional details on the new “WebEx” Web-Based training and other DMAS training opportunities.

Attached Number of Pages: (1)

***Elderly or Disabled with Consumer Direction Waiver
Services, Elderly Case Management,
Home Health, and Hospital
PROVIDER MANUALS***

**REVISION CHART
August 17, 2007**

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter V	Chapter V		Entire Chapter	8/170/2007

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter V	Old Chapter V	New Chapter V	